

This Week in Terminal

August 4, 2006

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EAS on its Way

Please inform your facilities that the Employee Attitude Survey (EAS) is on its way. The paper version intended for controllers was mailed in a box/ or large envelope addressed to facilities with a return address from:

**U.S. Department of Transportation
Mike Monroney Aeronautical Center
P.O. Box 25082
Oklahoma City, Oklahoma 73125.**

The large envelopes or box contains envelopes with individual employee names. Please distribute the individual envelope per employee name as soon as possible.

The employees will mail the surveys to CAMI using the return envelopes provided to them.

NOTE: An electronic version of the survey will reach all other employees on August 14 through e-mail.

If you have questions, please contact Shirley E. Williams-Jones via email.

[ATO News](#)

Cru/Cru Art update

Thank You to all who have worked so hard to help us reach our Terminal Compliance Rate goal. As of PP 16 Terminal Services is 90.82% compliant. Please keep up the good work!

Fiscal Year: 2006 Pay Period: 16

CTSA HUB Name	RADS Organization	NOPROJECT Hours	Total Hours	Percent Total Compliance
Lone Star	AJTCA	3,536.16	30,611.06	88.4%
Metroplex	AJTCH	2,837.88	24,345.22	88.3%
Orchard	AJTCC	1,891.99	23,873.84	92.1%
Gulf	AJTCD	782.24	15,176.26	94.8%
Gateway	AJTCE	1,949.49	23,547.23	91.7%
Lake	AJTCH	1,817.15	17,543.76	89.6%
Northern Lights	AJTCH	301.41	20,805.20	98.6%
Two Rivers	AJTCH	657.07	17,086.74	96.2%
Kansas City	AJTCH	808.11	21,522.66	96.2%
San Jacinto	AJTCH	916.78	15,995.50	94.3%
Motown	AJTCH	1,438.59	26,486.46	94.6%
Heartland	AJTCH	1,725.13	29,442.34	94.1%
Regional Office	AJTC	0.00	1,717.00	100.0%
Grand Total		18,662.00	268,153.27	93.0%

ETSA HUB Name				
New England	AJTEA	2,705.40	25,983.67	89.6%
Cincinnati	AJTCH	1,381.67	24,822.14	94.4%
Memphis	AJTCH	1,296.29	21,585.24	94.0%
North Florida	AJTCH	2,060.82	25,827.74	92.0%
Georgia	AJTCH	3,100.20	25,546.95	87.9%
Carolina	AJTCH	2,358.59	29,462.73	92.0%
New York	AJTCH	4,076.09	26,835.42	84.8%
South Florida	AJTCH	4,955.25	32,854.88	84.9%
Pittsburgh	AJTCH	3,496.98	23,450.23	85.1%
Independence	AJTCH	2,597.58	26,544.42	90.2%
Washington	AJTCH	2,432.79	22,063.83	89.0%
NY TRACON	AJTCH	3,928.52	22,270.70	82.4%
Potomac TRACON	AJTCH	148.31	17,730.20	99.2%
Regional Office	AJTE	226.00	3,104.00	92.7%
Grand Total		34,764.49	328,082.15	89.4%

WTSA Hub Name				
Anchorage	AJTWA	2,511.06	9,800.84	74.4%
Denver	AJTWB	1,376.77	18,587.20	92.6%
Hawaii-Pacific	AJTWC	324.94	10,949.89	97.0%
John Wayne	AJTWD	633.87	12,192.95	94.8%
Las Vegas	AJTWE	2,294.44	16,468.14	86.1%
Los Angeles	AJTWF	501.01	9,936.57	95.0%
Northern Cal	AJTWG	3,065.76	19,388.17	84.2%
Phoenix	AJTWH	2,014.90	19,954.23	89.9%
Portland	AJTWJ	671.32	10,041.21	93.3%
Salt Lake City	AJTWK	1,123.53	15,645.17	92.8%
Santa Barbara	AJTWL	132.58	8,683.66	98.5%
San Francisco	AJTWM	2,029.09	14,865.52	86.4%
Seattle	AJTWN	1,812.37	15,426.93	88.3%
Southern Ca	AJTWP	4,239.98	26,432.82	84.0%
Regional Office	AJTW	0.00	2,800.00	100.0%
Grand Total		22,731.62	211,173.30	89.2%

ATOT (HQ)	AJT 0-5	659.76	29,737.25	97.8%
AJT		76,817.87	837,145.97	90.82%

See the **Reminders** section below for **Cru Art Compliance Helpful Hints**

GOV Trip Update

(Source: Brenda Wedding)

All ATO Terminal Service federal employees located in areas where Gov Trip has been implemented should already have their Gov Trip account established. If not, please do so immediately.

Please review the Broadcast message from June 14 for details on activating your GovTrip account.

Before traveling from Washington HQ to the Technical Center via the Shuttle, please ensure you have reviewed this info.

http://govtrip.faa.gov/Docs/GovTrip_Air_Shutte_FAQ.htm

Gov Trip Frequently Asked Questions':
http://govtrip.faa.gov/Docs/GovTrip_FA_Q.doc

The GOV TRIP Help Desk hours of operation are: 7:00 a.m. - 7:00 p.m. CST
GOV TRIP Help Desk telephone number is: 405-954-7900

GOV TRIP email address is: 9-AMC-ETRAVEL-HELPDESK@FAA.GOV

Friendly reminder: All pop-up blockers must be disabled before using Gov Trip.

[HQ News](#)

[Controller Hiring/Training Update](#)

(Source: Jerry Trenholm)

The Terminal Workforce Staffing team developed an initial distribution plan for the FY '07 new hire allocation. Workforce staffing collaborated with the Service Areas and appropriate changes were made prior to implementation. Among the factors taken into consideration prior to the final distribution were Actual on Board numbers, retirement eligible and projected growth.

Once the hiring distribution was established, the next step in the process was to bring a workgroup together to identify and select new hire (2152) candidates for the specific facilities within the three Terminal Service Areas. A Controller Hiring/Training meeting was held from July 18th - July 20th in Oklahoma City. Participants included representatives from

ATO-T MOA and Finance, Terminal Service Areas and AMH-300, and support from ATO-A.

The group meeting in OK City had some considerations to work within:

The 35% in training rule contained in the Controller Workforce Plan

The Assistant Administrator's requirement to conduct face to face interviews after October 1

The importance of identifying 16PF testing facilities

The importance of locking down academy quotas

The group divided into Service Area Centric work groups to review the applications and make selections. Some of the staff-work in preparation for the meeting included:

ATO-T (Workforce Staffing) worked closely with SA POC's to allocate the distribution of 640 new hires within Terminal Services

ATO-T (Manager of Administration) requested AMH-300 generate referral lists based on allocations received from ATO-T (Workforce Planning)

AMH-300 staff generated candidate listings

Examples of work accomplished at the meeting included:

Teams reviewed resumes and made selections; some candidates required Academy Training

A meeting was scheduled with Academy Reps to see if an additional class could be scheduled for this FY (2006). Working in real time, a class was scheduled for August 26; work is now in progress to bring the candidates on board in time to meet that deadline.

- Service Area Teams paired with their Human Resources specialist and proceeded to screen and select candidates.

The process revealed that referral lists were being depleted due to them being generated by AMH-300 for some of our smaller states, leaving our larger states (Florida and Texas) with very few quality applicants. In the future we will request referral lists be generated for targeted states.

On the final day the groups captured “lessons learned” during the meeting, in order to design process improvements for follow-on meetings.

Update to Managers Handbook

(Source: Patty Dollin)

The Manager’s Handbook will soon be updated to include the changes in the NATCA Contract as well as the new procedure/process changes due to the field realignment. Terminal MOA will soon be gathering the team together to make these changes including a possible redesign of the electronic handbook.

If you have any suggestions/comments, etc., or have any questions, please contact Patty Dollin, 609-485-6616.

Order 6030.31F, NAS Infrastructure Failure Response is effective as of August 1, 2006

(Source: Thembi Ndlovu-Hickey)

This order establishes Technical Operations policy on responding to system failures within the National Airspace System (NAS) infrastructure, and it provides guidance for response planning and operational decision-making.

You should be aware of this new order if you are involved with determining how Technical Operations personnel respond to equipment outages in the NAS infrastructure.

This revised directive replaces Order 6030.31E, Restoration of Operational Facilities.

The new order, as well as related program information, is available on the FAA intranet at the following website address:

<http://intranet.faa.gov/ats/aaf/aop/300/6030.31/>.

If you need additional information, please contact Thembi Ndlovu-Hickey in Terminal Planning, System Engineering at 202.385.8546.

TIPH SRMP

(Source: Alan Feinberg)

"Taxi into Position and Hold (TIPH) is a procedure commonly used by terminal facilities prior to issuing takeoff procedures to increase capacity by enabling more efficient runway utilization. In the past, runway incursions have been attributed, directly or indirectly, to TIPH. The National Transportation Safety Board, in fact, has an open recommendation that the FAA adopt procedural changes that would severely restrict the use of TIPH. In order to fully assess the hazards and risks associated with TIPH operations, ATO-T formed a Safety Risk Management Panel (SRMP) to examine TIPH operations within the NAS and develop mitigations to associated risks. The SRMP applied the Safety Risk Management (SRM) process as outlined in the FAA's Safety Management System (SMS) Manual. The panel completed a Safety Risk Management Document (SRMD) on May 30, 2006, and presented it to ATO-Safety and AOV for review and concurrence. In a July 28, 2006, memorandum, the Director of the Air Traffic Oversight Service (AOV-1) approved or conditionally approved all the risk mitigations identified in the SRMD. In the memo, AOV-1 stated: "The May 30, 2006, TIPH SRMD is the best document AOV has reviewed from ATO. It clearly represents the careful effort and time given to its preparation by ATO's Safety and Terminal Services."

My compliments for a job well done to all the Terminal members of the TIPH SRMP including Angela Nelson, Gary Norek, Natking Estevez, Cal Smith, Ricky Atkins, Steve Cooley, Helen Wilburn, Tony Rhodes, and Mark Rios."

ETSA News

WAY TO GO and Congratulations!

(Source: Jim Slate, AATM, Washington Reagan Tower)

DCA Tower just surpassed the one year mark Operational Error/Deviation- free - July 26, 2006. We are extremely proud, considering every arrival, and nearly every departure,

crosses runways during their operations (sometimes multiple runways).

And

Congratulations to DCA Tower controller, Kimberly Rogers-Brooks, for completing the Technical Women's Organization/Professional Women Controllers' Mentoring Program this past June. The nine month program included classroom activities, details, IDP development, and shadowing assignments.

WTSA News

WAY TO GO: Submitted by Proud Managers

SEA

(Source: Kathryn Vernon, Seattle Hub Manager)

Seattle ATCT achieved one-year error free operations on July 16, 2006. This is quite an achievement and is due to the hard work and dedication of all of the employees at the facility.

MYF

(Source: Cindy Ford, Montgomery Tower Manager)

Montgomery Tower (MYF) has been error free since May 31, 2002. Yes that's right 2002! Also, we just completed a traffic count review that shows MYF Tower has worked over 970,000 operations without an error. At our current pace we will be over 1 million operations by mid September without error.

The Supervisor and CPC's do an amazing job on a daily basis and I'm very proud of each and every one of them.

SAN

(Source: Linda O'Brien, Southern California TRACON Manager)

San Diego Lindbergh (SAN) Tower has not had an OE/D since 1/26/03 and has run over 1,100,000 error free operations.

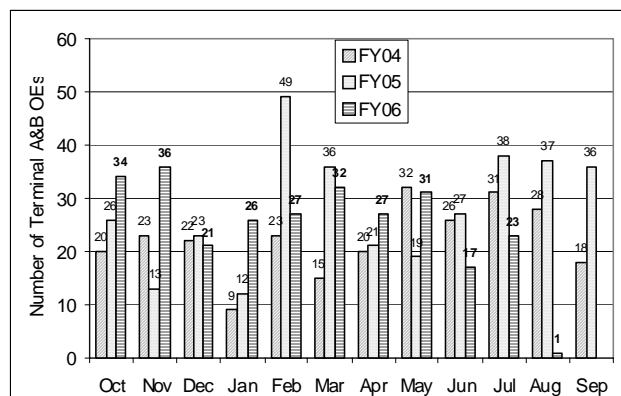
Congratulations to all!

Operational Errors (OEs)

For this reporting period, the Terminal Service Area is .4 % over our pacing limits to stay on track to meet our FY06 OE goal. This is down from the 1.9% over our pacing goal as of last week. However, our category A/B operational error goal has just been reduced from 338 to 329. This reduction will affect our yearly/monthly pacing and our Service Area OE goal distribution. Revised pacing data will be assessed and communicated next week.

	Category A & B	All Categories	Ceiling FY06
Terminal OEs Reported 07/28-08/03			
Terminal OEs for August	1	4	
Terminal OEs for July	23	51	
Terminal OEs FY06 to Date	275	579	
Total	275		329
Terminal Cat A/B OEs			
Total	529		680
System Cat A/B OEs			

(As of 8/03/06)



(As of 8/03/06)

For this reporting period (07/28/06 – 08/03/06), there were 11 overall operational errors reported. There was 1 category A error and 3 category B errors relating to the following factors:

1. Category A error at CLT due to lack of situational awareness
2. 3 Category B errors at PCT. 2 due to lack of positive altitude separation vectoring to parallel finals. 1 due to issuing an incorrect altitude.

As of August 3rd, we are .4% above our pacing to meet our category A/B operational error goal of 338 (to be revised). Although July wasn't particularly a good month for OEs for Terminal, we were slightly below our expected pacing for the month. That will provide some relief for our pacing numbers for the last 2 months of the fiscal year. As reported previously, we have initiated an effort to have a positive impact on the remaining months as well as influence our errors beyond this fiscal year. The 25 facilities with the most overall operational errors have the ability to have the largest influence on our OE goals since they had approximately 65% of the category A/B errors nationally.

In June, the 7 large TRACON managers and their SMQAs came to HQ for a week to present their OE reduction initiatives to HQ and the other ATMs. In late July, the ATMs and their SMQAs from 8 combined Tower/TRACONS met to present their OE reduction plans as well. Both the June and July meetings resulted in the development of each group's common action plan focused on process, procedures, awareness, and accountability. Both of these groups are scheduled to return to Washington, D.C. to review and present their progress. 5 stand-alone TRACONS are scheduled to come to HQ in October with 5 large Towers to follow some time after that.

REMINDERS

CruArt Compliance Helpful Hint

(Source: Christine Hoffman)

Sick and Annual Leave hours need to be coded in CruArt in 15 minute increments. If it is not recorded in 15 minute increments, Castle will change the leave hours to the nearest 15 minute mark. This results in unbalanced LDR and T&A leave data, processing of LDR ceases in CASTLE and all LDR data charges to "no project".

– Example: If an employee is scheduled for annual leave at 2:00 pm and they sign out at 2:12, they need to manually change the time they are signing out from 2:12 to 2:15.

- Fix: On the sign out screen in CruArt, the employee may Accept or Change the time. The employee should change the time to a 15 minute increment (note: you may only sign out 15 minutes into the future). Employees are not able to stay past the end of their shift unless the manager signs a TOS.

- Alternate Fix: The timekeepers should review the timecards daily and make any corrections to the sick or annual leave that are coded incorrectly.

- System Fix: There are discussions about putting a business rule in Cru-Art that would inform the employee to sign out in 15 minute increments.

NOTE: There is an ART Resource Center web page which contains a link to a document of known issues and the workarounds for each problem. The link to this site is:
<http://cru-x.faa.gov/ART/>

Labor Distribution Reporting (LDR) Compliance... Are you 90-100% compliant?

(Source: Christine Hoffman)

All Air Traffic Organization (ATO) personnel play a role in ensuring the accurate and consistent entry of LDR data. Managers and supervisors have the primary responsibility for ensuring LDR compliance within their organizations, including the accuracy of their employees' LDR data. This is why it is so important for managers/supervisors (or their designees) to review LDR Compliance Reports through the Report Analysis and Distribution System (RADS). Reviewing these reports will identify any non-compliance issues that should be corrected for the pay period and will assist in identifying any recurring problems. The ATO goal for LDR Compliance is 100% (for pay period 14, we are working towards 90% compliance).

RADS is the FAA's on-line tool for accessing cost accounting system (CAS) reports, labor distribution reporting (LDR) reports and

CAS/LDR project and activity dictionary (PAD). Managers/supervisors (or their designee) at each hub and/or facility should have casual user access to RADS.

In order to request RADS Casual User Access:

1. Please complete the Casual User CBI training located at:
<http://www.faa-learn.faa.gov/skillport/rads/lessons/index.html>

2. Then complete the RADS LDR Access Form, located at:
http://172.27.136.38:82/cas_rpt_docs/AccessForm.doc

• You may utilize the following spreadsheet
<http://atofinance.faa.gov/Downloads/ATORADSOrgTreewithCostCentersasof28APR06.xls> to find your facility or hub level identifier. The access form should be completed by listing the level you need access to under the Access to Organization box (note this spreadsheet contains all of the ATO). On the access form, it is not necessary to complete the access to project box.

• For example, the Service Area level identifier for Eastern Terminal Service Area is AJTE, the Hub level for the New England Hub is AJTEA, and the facility level for Boston TRACON is TEAA90.

• An example for the Justification for Access Field on the form would be: Casual User Access needed to review compliance reports for [your organization(s)].

3. Once you have completed the form, please fax it to Christine Hoffman at (609) 485-8733. If you need any assistance in completing the form, you may contact Christine at (609) 485-5384.

If you need your password reset at any time or a change to the organization you need to view in RADS, please feel free to contact Christine Hoffman at (609) 485-5384.

If you have any questions about the actual RADS reports (understanding them, reviewing them, using them for improving compliance,

etc.) please either call or e:mail Katherine Heine at (202) 385-8688.

The ATO Finance website is a great resource for LDR information, that site is
<http://atofinance.faa.gov/LDR-guidance.htm>.

There are also Quality Assurance Resource (QARs) Representatives in ATO-T to assist you, they are:

Terminal Headquarters Lead - Christine Hoffman - 609-485-5384

Terminal Headquarters Alternate - Brenda Wedding - 202-385-8690

Terminal Headquarters Alternate - Kathy Heine - 202-385-8688

Terminal Eastern Service Area Lead - Camille Sprauve - 718-553-2542

Terminal Central Service Area Lead - Dianne Bebble - 847-294-8358

Terminal Western Service Area Lead - Karla Hernandez - 310-725-3768

Available Sources of Information

Via EMAIL

This Week in Terminal (weekly on Fridays)
 FAA broadcast email messages (variety of subjects from AOA-1, ATO-1, etc)
 ATO Leaders Report (sent out to ATO managers bi-weekly and linked to ATO-Online)

WEBSITES

ATO Online (<http://ato.faa.gov/>) (with links to other FAA sites)
 FAA employee site (<http://employees.faa.gov>)
 ATO Today (one pager updated daily linked to ATO-Online)
 Employee Express (www.employeeexpress.gov)
 Focus FAA (<http://employees.faa.gov/news/focusfaa/>) (bi-weekly online magazine for all FAA employees)

PHONE NUMBERS

1-800-FAA-News (weekly phone number from Russ and ATO VP's)

ALL HANDS

All Hands Field Telcons: 4th Thursday of each month, 11:00 EST, email reminder goes out with bridge # (Email feedback to Kathleen.bradshaw@faa.gov)

Headquarters All Hands: 2ND Thursday of each month, 11:00 EST
Slater Town Hall,
5th floor, Wilbur Building

NBC Payroll Hotline

With the Department of Transportation's (DOT) successful migration of our payroll system and services to the Department of Interior's National Business Center (NBC) in Denver, Colorado, the process for employees to request assistance with payroll matters has changed. As a reminder, if you have any questions concerning your pay or leave (e.g., salary payment, leave balance, savings bonds, W-2 address, electronic direct deposit to your bank account, special allotments, tax withholding, deductions for benefits, Thrift Savings Plan (TSP), payroll debts, etc.) your point of contact is the NBC Payroll Hotline at 1-800-662-4324. The hotline is open from 8:00 a.m. to 7:30 p.m. Eastern Time, Monday through Friday.

NBC's Payroll Hotline staff is committed to responding to your questions within 24 hours of your initial contact. They may not be able to solve your problem or answer your question in that time frame, but they will contact you and

indicate how and when they expect to answer your question. In some cases, questions or issues may require additional research or other efforts to resolve satisfactorily.

NBC is committed to resolving payroll concerns in a timely fashion and has an internal tracking system for all calls they receive. They also have their own internal process for escalating calls if you do not receive a satisfactory response. The DOT Office of Financial Management continually monitors reports from NBC's system to ensure that DOT employees receive timely, high quality service from NBC.

Sincerely,

Bruce Johnson, VP
ATO-Terminal Services